



## Disaster Preparedness

### Information Item

#### Introduction

During the past year, key trends and events have reshaped the thinking of key California leaders about disaster preparedness in general and IT disaster preparedness in particular.

- Hurricane Katrina clearly showed all government officials the chaos and civil disruption that is possible when adequate planning has not been done in the event of a natural disaster.
- This past winter, the Sacramento area rediscovered the potential for damage from a failure in our complex and aged levee systems, and our State government acknowledged that billions of dollars will be needed to reduce the risk of catastrophic loss in the event of a flood.
- DTS customer agencies are relying more and more on the power, effectiveness, and responsiveness of real time and web based services and products for citizens throughout the State.
- Rapid technology changes in the fields of disaster preparedness, operational recovery, server management, data backup and high-speed networking enable the design and implementation of “state of the art” facilities and operations, that can meet the business requirements of DTS customers as they create and implement their Continuity of Operations and Continuity of Government Plans.

The DTS provides a wide range of IT services to numerous customers in state and local government agencies. Those customers have an expectation of uninterrupted services, or, at least, timely restoration of services in the event of any natural disaster that could impact DTS services.

Governor Schwarzenegger’s Executive Order S-04-06 mandates the Continuity of Operations/Continuity of Government Plan requirements from the Office of Emergency Services. These requirements place the DTS in a key position to ensure that IT services required by customers are delivered appropriately and consistently with their Continuity of Operations/Continuity of Government Plans.



## Business Problem

Many DTS customers believe that DTS will continue to provide essential IT services in the event of a disaster impacting one or more DTS sites or services. However, DTS' operational recovery capabilities are basically mainframe centric and centered primarily on batch processes. Off-site tape storage is the recovery media and testing of the DTS operational recovery plans confirms recovery can take up to 72 hours from point of failure to restore systems, applications and lost data to our customers.

In addition, DTS is not prepared to address the unplanned staging of equipment needed to bring customers back on-line while the DTS location is made operational or if the DTS location cannot be restored and a new location must be acquired and provisioned.

Although the state IT infrastructure has evolved to become very dependant on on-line, real-time, server-based and web-based systems, disaster preparedness planning for DTS customer agencies has not kept pace. DTS has recovery plans in place for less than 20 server-based customer applications and no customer web applications.

Today, the citizens of the State expect a more immediate technological experience in which they can easily use web based applications to process instant transactions with agencies across the state. For nearly all agencies that provide services and products to customers via these systems, it is unacceptable to them to consider a 72-hour timeframe for the restoration of data to continue their business. Seventy-two hours can be translated into lost revenue and lost opportunity for the State of California.

## DTS Impact

DTS currently provides Operational Recovery support to about 14 of a potential 400 customer base. All agencies must be prepared to avoid the painful experience of recovering from a disaster without a plan. DTS must move to establish a consistent disaster preparedness plan that assures continued availability of essential and critical systems to customer agencies. This is a statewide effort and no customer can afford not to have up-to-date contingency plans and the corresponding disaster preparedness plan.



## Budget Impact

DTS will estimate both the project cost and the solution cost after it has developed the recovery strategy that will be used. DTS will bring in an experienced disaster preparedness consultant to assist in the development of this strategy and present the results at a future TSB meeting.

## Next Steps

The next steps DTS will undertake are provided in the following high-level list of milestones:

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| 3Q 2006 | Constitute Customer Steering Committee comprised of 13 to 15 participants from a mixture of small, medium and large customers. The Committee will guide, monitor efforts, and provide direction at a highest level to ensure rapid progress continues. |
| 4Q 2006 | Work with a disaster preparedness expert to collect the information to conduct a Feasibility Study Report (FSR) to identify the technical solutions.   |
| 2Q 2007 | Prepare FSR from material gained in the prior step and obtain approval for the project.  |
| 4Q 2007 | Begin to implement the solution.   |